



READ ME FIRST!



⚠️WARNING The **MrSteam® Virtual Tech** instructions are intended to assist electricians troubleshoot and service MrSteam steam generators and accessories. All troubleshooting and/or service must be performed by qualified and licensed electricians only. MrSteam steam generators contain high voltage electrical components that can cause injury or death. Always read the complete MrSteam Installation and Instruction Manual supplied with the product. Manuals are available at www.mrsteam.com under Technical Downloads. Technical Support Representatives can be reached by calling 800-767-8326 or 800-727-8326.

As you follow these instructions, you will notice **WARNING**, **CAUTION** and **NOTICE** symbols. This blocked information is important for the safe and efficient troubleshooting and service of MrSteam products. These are types of potential hazards that may occur during installation and operation:

⚠️WARNING Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury.

⚠️CAUTION Indicates a potentially hazardous situation, which, if not avoided may result in minor or moderate injury or product damage.

⚠️NOTICE This highlights information that is especially relevant to a problem-free installation.

All information in these instructions is based on the latest product information available at the time of publication. Sussman-Automatic Corporation reserves the right to make changes at any time without notice.

⚠️WARNINGS

- Never use damaged or equipment requiring service, doing so may result in an inoperative or hazardous installation.
- Discontinue use of the steam generator, control and accessories if they are damaged or otherwise not functioning properly. Doing so may result in an inoperative or hazardous installation
- MrSteam steam generators are connected to 240V line voltage and contain live electrical components. All installation and service to be performed by qualified and licensed electricians and plumbers only. Installation or service by unqualified persons or failure to use MrSteam parts may result in property damage or in an electrical shock hazard.
- The MS series of steam generators are for residential use only. Commercial or other nonresidential applications void the warranty and may adversely affect product performance and may represent a safety hazard.



Product: Residential Generators

Problem: Water in Drip Pan

There are three possible reasons for water in your drip pan:

Reason 1: The installation was done incorrectly

1. Inspect all plumbing lines. Drain line should have its own dedicated line. Make sure the AutoFlush® line (Fig. 1) does not connect with any other line. All lines from the MrSteam unit should be separate from one another.
2. If an AutoFlush is installed the generator will flush the tank 2 hours after every use. Water may be backflowing into the drip pan during the flush cycle if the drain pan and AutoFlush are plumbed together.
3. With a full tank of water unplug the AutoFlush from the side of the generator and verify if water is backflowing into drip pan.

Reason 2: Water feed solenoid is cracked

⚠ WARNING Shock Hazard. Power must be disconnected at the main electrical supply. Remove steam generator covers. Retain screws and covers for reuse.

1. Check blue bowl on water feed solenoid. (Fig.2)
If it is cracked solenoid needs to be replaced (PN 100479).

Reason 3: Hose clamp has moved up

⚠ WARNING Shock Hazard. Power must be disconnected at the main electrical supply. Remove steam generator covers. Retain screws and covers for reuse.

1. Inspect bottom hose clamp. (Fig.3) If hose clamp has moved upward shut power off at main breaker.
2. Using a pair of hose clamp pliers, and move it all the way down.
3. Turn power back on at main breaker and test unit.

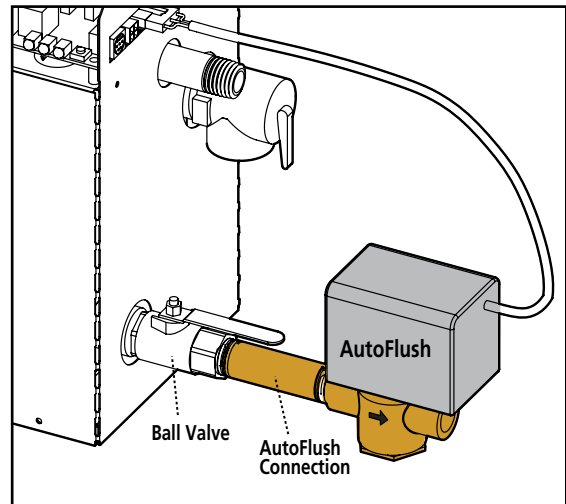


Figure 1

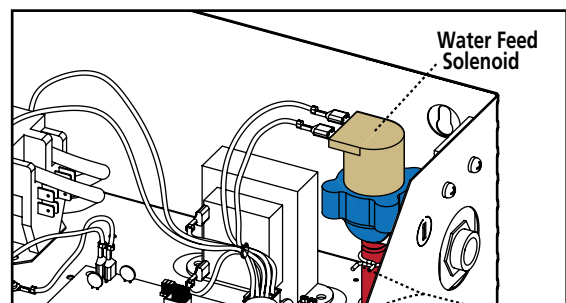


Figure 2

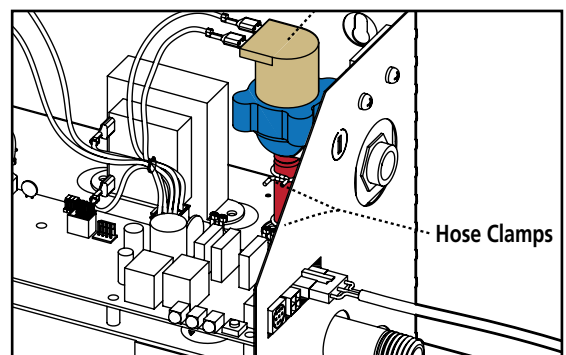


Figure 3

IMPORTANT NOTE: FOR ILLUSTRATIVE PURPOSES ONLY. Some components may be omitted or altered for clarity. DO NOT use for wiring, repair or other purposes not related to component identification.